

APPENDIX 2

Summary Organizational Standards Checklist Audit Results

The following AUDIT sheets were used from Volunteer Canada’s “The Canadian Code of Volunteer Involvement, 2012” to conduct an assessment of the current state of volunteer engagement in the Township of Minden Hills. Staff from the Community Development Department took part in the both the assessment and in confirming the final information found in this appendix. The initial assessment was started on Tuesday July 12th with staff and completed on August 2, 2016.

Key Elements and Standards for Volunteer Engagement

AUDIT SHEET: Standard 1 – Mission-based approach

Volunteer Involvement helps the organization achieve its mission and objectives. Volunteer involvement must be aligned with the organization’s goals and resource allocations. The board and senior management understand, support, and approve the direction of the volunteer engagement strategy.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
The board of directors (municipality), leadership volunteers, and staff acknowledge, articulate and support the vital role of volunteers in achieving the organization’s purpose and mission.		X	X	
The Municipality adopts a statement declaring the vital role of volunteers			X	Not that we are aware of

in achieving the organization's mission.				
The organization's planning process incorporates volunteer involvement.			X	Unsure
The Municipality has approved the overall strategy/goals for volunteer engagement.			X	Unsure
A budget is allocated for volunteer involvement.		There is a budget for recognition reception but not sure about anything for training	X	
Adequate space and equipment are allocated for volunteers to perform their roles/assignments.	X		X	
Appropriate insurance is acquired to address volunteer and organization liability.	X	X		
Volunteer involvement goals are assessed regularly by the Municipality			XX	
Volunteer roles are clearly linked to the organization's mission.			XX	

AUDIT SHEET: Standard 2 – Human Resources

Volunteers are welcomed and treated as valued and integral members of the organization’s human resources team. The organization has a planned and integrated approach for volunteer involvement that includes providing appropriate resources to support volunteer involvement.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Individuals are engaged according to their abilities, skills and talents as part of a one workforce approach, whether they are paid or unpaid.			XX	
Staff are given training and support to engage and work effectively with volunteers			XX	
Input from volunteers is welcomed and solicited for the organization’s planning and evaluation			XX	
Volunteers are encouraged to develop within the organization			XX	

Volunteers are included as equal members of the team		X	X	
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AUDIT SHEET: Standard 3 – Policies & Procedures

A policy framework that defines and supports the involvement of volunteers is adopted by the organization.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
A policy framework that defines and supports the involvement of volunteers is adopted by the organization.		XX		
Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.		X	X	
The organization’s planning process incorporates volunteer involvement			X	Not sure
The Municipality has approved the overall goals for		X		Not sure

volunteer involvement				
Governance and operational policies are in place, reviewed regularly and incorporate current volunteer engagement trends and best practices.		X	X	
Policies and procedures are communicated to all staff and volunteers.		Council and the CAO have just started making these policies available to all volunteers in the community as it used to be just the advisory committees that received them.	X	
Policies and procedures are followed consistently and equitably			X Police checks are not being handed in	
Program policies enhance the experience of a diversity of volunteers.			X Some policies are not relevant to all groups of volunteers yet they are required to read and sign off.	
Policies and procedures are consistent with	X	X		

national and provincial/territorial Human Rights Codes, the Freedom of Information and Protection of Privacy Act, and provincial/territorial employment standards legislation.				
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AUDIT SHEET: Standard 4 – Volunteer Administration

The organization has a clearly designated individual(s) with appropriate qualifications responsible for supporting volunteer involvement.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
The organization has a clearly designated individual(S) with appropriate qualifications responsible for volunteer involvement.		Staff work with volunteers/ assigned but have no appropriate qualifications	X	
The designated person has an appropriate level of education and experience to support the volunteer program		X	X	

A written job description is developed for the designated role and reviewed regularly		X	X	
The designated person is a member of the management or administrative team or a key leadership volunteer	X		X	
The designated person works collaboratively with staff, the local volunteer centre and other organizations to ensure the effectiveness of the volunteer engagement strategy.		X	X	
The designated person works with all staff in their roles to support and enable volunteer involvement.			XX	
Professional development			XX	

<p>opportunities are provided on a regular basis for all individuals responsible for volunteer engagement.</p>				
<p>The performance of the designated person is reviewed regularly and includes feedback from both staff and volunteers.</p>			<p>X Staff get performance reviews once a year but it does not include feedback from volunteers</p>	

AUDIT SHEET: Standard 5 – Risk Management and Quality Assurance

Risk management procedures are in place to assess, manage, or mitigate potential risks to the volunteers, the organization and its clients, members and participants that may result from the delivery of a volunteer-led program or service. Each volunteer role is assessed for level of risk as part of the screening process.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
All volunteer activities are assessed for risk factors.			XX	
Procedures and processes are identified to manage or mitigate the risk factors associated with volunteer activities.		X	X	
Volunteers are fully informed of the potential for risk and are trained to manage or mitigate the risk factors.			X Volunteers need to read some policies around health and safety but are not trained to manage any kind of risk	
Opportunities exist for volunteers to give feedback to the organization about risk factors.			XX	

AUDIT SHEET: Standard 6 – Volunteer Roles/Assignments

Volunteer roles contribute to the mission or purpose of the organization and clearly identify the abilities needed. Volunteer roles involve volunteers in meaningful ways that reflect their skills, needs, interests, and backgrounds.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Volunteer roles contribute to the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the skills, interests, needs, and background of the individual.		X	X	
Volunteers and staff (including bargaining units) are consulted when developing new volunteer roles/assignments.			XX	
Volunteer roles have written descriptions that include duties, responsibilities, skills needed, time required, expectations, and benefits to the volunteer, the organization, and the community.		X The cultural centre has some descriptions but the rest of the department does not		

<p>Volunteer roles are developed to reflect the needs of the organization and the needs of volunteers, incorporating a range of approaches and reflecting current trends. Volunteer roles may be developed by the organization or by the volunteer.</p>		<p>X</p>	<p>X</p>	
<p>Volunteer roles are reviewed periodically with staff, volunteers (and bargaining units of unions where applicable) to ensure relevance and value.</p>		<p>X Mostly done with the advisory committees</p>		
<p>The level of risk is assessed and minimized for all volunteer roles.</p>			<p>XX</p>	

AUDIT SHEET: Standard 7 – Recruitment

Volunteer recruitment incorporates a broad range of internal and external strategies to reach out to diverse sources of volunteers.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Volunteer recruitment incorporates internal and external strategies to reach out to diverse sources of volunteers.			XX	
Recruitment messages are realistic and clear about the volunteer roles and expectations.			XX	
Various techniques are used to recruit volunteers including making use of current technology-based and social media tools.			XX	
Recruitment strategies are broad-based and accessible.			XX	
Recruitment messages			XX	

may invite volunteers to discuss their skills and interests.				
Recruitment messages indicate that screening procedures are followed in the organization and list the specific verification processes required for each position.			XX	
Genuine effort is made to recruit and select volunteers from a broad range of backgrounds and experiences to reflect the diversity of the community.			XX	
Selection of volunteers is based on requirements of the role & pre-determined screening measures.		X	X	

AUDIT SHEET: Standard 8 – Screening

A clearly communicated and transparent screening process, which is aligned with the risk management approach, is adopted and consistently applied across the organization. See 10 Steps of Screening.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
A clearly communicated and transparent screening process, which is aligned with the risk management approach, is adopted and consistently applied by the organization (see Volunteer Canada’s Ten Steps of Screening)		X	X	
Screening is considered to be an essential process that continues throughout the volunteer’s involvement with the organization.		X	X	

Policies relating to screening practices are developed, adopted and clearly communicated to staff and volunteers. All screening practices are updated to reflect current standards and applicable legislation.		X	X	
Diverse screening strategies and tools are used.			XX	
All volunteer roles are assessed for level of risk. The assessment is based on the role not the individual in the role.			XX	
Appropriate screening tools are used according to the level of risk of the role.			XX	
Once defined, screening practices are applied			XX	

consistently with no exceptions.				
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AUDIT SHEET: Standard 9 – Orientation and Training

Volunteers receive an orientation to the organization, its policies, and practices, appropriate to each role. Each volunteer receives training specific to the volunteer role and the needs of the individual volunteer.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Each volunteer is provided with an orientation to the organization, including its policies and practices.	X		X	
Each volunteer receives training specific to the role and the individual needs of the volunteer.			XX	
Volunteers receive information on the history, mission and structure of the organization.			XX	
Volunteers receive information on		X	X	

the policies and procedures specific to their role.				
Volunteers are given adequate training to perform their role without putting themselves or others at risk.		X	X	
Volunteers are informed of the boundaries and limits of their roles.		X	X	
Volunteers have ongoing training opportunities to upgrade their skills and adapt to changes in the organization.			XX	
Training is provided in a diversity of formats to ensure accessibility.			XX	

AUDIT SHEET: Standard 10 – Support & Supervision

Volunteers receive the level of support and supervision required for the role and are provided with regular opportunities to give and receive feedback.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Volunteers receive a level of support or supervision appropriate to the role and are given regular opportunities to offer and receive feedback.			XX	
The complexity and risk of each role determines the level of support or supervision.			XX	
Volunteers are matched to their role and introduced to their support or supervisor at the start of their involvement.		X	X	
The performance of volunteers is reviewed on a regular basis.			XX	

<p>Random spot checks with volunteers (and clients) are used to assess volunteer performance, if appropriate.</p>			<p>XX</p>	
<p>Volunteers are given and encouraged to use mechanisms for providing input to the organization.</p>			<p>XX</p>	
<p>Support and supervisory formats, processes, and tools are accessible, unbiased, and inclusive.</p>			<p>XX</p>	
<p>Situations requiring reprimand and dismissal follow policies and procedures fairly and consistently, while respecting the safety and dignity of all concerned.</p>			<p>X</p>	<p>Not sure about this one</p>

AUDIT SHEET: Standard 11 – Record Management

Standardized documentation and records management practices and procedures are followed and are in line with current relevant legislation.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Standardized documentation and records management practices are followed and in line with current relevant legislation.			X	Not sure
Records are kept for each volunteer using a confidential, secure system respecting the privacy of personal information whether in electronic or hard copy format.		X		Not sure
Statistical information about volunteer engagement is regularly shared with staff and volunteers in the organization.		X	X	

<p>With appropriate agreement, testimonials about volunteer involvement are shared within the organization to promote volunteer involvement.</p>			<p>XX</p>	
<p>The organization keeps informed of current legislation, Human Rights Codes, and other relevant guidelines for record management, privacy, access to information, and confidentiality practices.</p>	<p>X</p>	<p>X</p>		

AUDIT SHEET: Standard 12 – Technology

Volunteers are engaged and supported within the organization through the integration and intentional use of current technology. New opportunities to strengthen volunteer engagement and capacity through the use of technology are evaluated continually.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Volunteers are engaged and supported within the organization through the integration and intentional use of current technology.			XX	
New opportunities for building volunteer capacity through the use of technology are evaluated continually.			XX	
Information for recruitment, intake, communication, and support is made available to volunteers through online technology, pending capacity and resources.		X	X	
The organization			XX	

undertakes a regular review of available technology to determine what could benefit volunteers and support effective volunteer engagement within the organization.				
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AUDIT SHEET: Standard 13 – Recognition

The contributions of volunteers are acknowledged by the organization with ongoing formal and informal methods of recognition, applicable to the volunteer role. The value and impact of volunteer contributions are understood and acknowledged within the organization and communicated to the volunteer.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
The contributions of volunteers are consistently acknowledged with ongoing formal and informal methods of recognition. The value and impact of volunteer contributions are understood and		XX		

acknowledged, and communicated to the volunteer.				
Senior management acknowledges the involvement and impact of volunteers.		X Only during the yearly recognition reception		
Formal methods of recognition are delivered consistently.		X	Not from Council or Senior Staff. Some individual staff members make an effort however	
Informal methods of recognition are delivered in a timely and appropriate manner.			XX	
Recognition is appropriate to the volunteer role and arrangement, and respects cultural values and perspectives.		X	X	

AUDIT SHEET: Standard 14 – Evaluation

An evaluation framework is in place to assess the performance of volunteers and gauge volunteer satisfaction. The effectiveness of the volunteer engagement strategy in meeting the organization’s mandate is also evaluated.

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
The impact of the volunteer engagement strategy is evaluated to ensure the needs of the organization are met, in addition, volunteer involvement should be evaluated to ensure the needs and goals of the volunteers are met.			XX	
Performance goals are established annually for the volunteer engagement strategy.			XX	
The achievement of performance goals is assessed on an annual basis.			XX	

<p>The volunteer engagement strategy is evaluated regularly by the board of directors or key staff to ensure it serves the organization's mission.</p>			<p>XX</p>	
<p>Volunteers are able to give feedback to the organization about their involvement.</p>			<p>XX</p>	
<p>The performance of individual volunteers is assessed regularly.</p>			<p>XX</p>	
<p>Proper mechanisms for assessing volunteer satisfaction are in place.</p>			<p>XX</p>	

The following summary chart is an overview called the Organizational Standards Checklist. It has been used to summarize the results from the audit sheets 1 to fourteen above.

Organizational Standards Checklist Chart: Summary of Findings Minden Hills

Elements of Volunteer Resources Management	Currently in place to a large degree	Currently in place to some degree	Not currently being done	Not applicable not relevant
Mission-based approach: Written statement on role of volunteers and link to mission			X	
Volunteers are welcomed and treated as valuable members of the human resources team. Resources are allocated to support volunteer involvement.			X	
A policy framework supports volunteers.		X		
The organization supports a qualified, designated person to support volunteers.			X	

A risk management process is in place. Volunteer roles are assessed for level of risk.			X	
Meaningful volunteer roles fulfill the mission and reflect skills/interests of volunteers.			X	
Volunteer recruitment has a broad range of strategies to attract diverse volunteers.			X	
Screening is aligned with risk management; is communicated and consistent.			X	
Orientation and training is provided for all volunteer roles and specific to volunteer needs or roles.			X	
Appropriate support and supervision is provided.			X	

Volunteers have opportunities to give and receive feedback.				
Records management are in line with current legislation.		X		
Volunteers are engaged and supported with current technology.			X	
The contributions of volunteers are regularly acknowledged in formal and informal ways. Volunteers understand their value to the organization.		X		
An evaluation framework is in place to assess performance of volunteers. The effectiveness of volunteer engagement to meet mission is evaluated.			X	